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JAN 1 8 2002

Date of Deposit: 01/09/2002 Ref: Case Docket No.: P3253C1

Technology Center 2600

First Named Inventor: Yuri Shtivelman

Serial Number: <u>09/903,022</u> Filing Date: <u>07/10/2001</u>

Title of Case: Apparatus and Methods Enhancing Call Routing To and Within Call-

**Centers** 

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Information Disclosure Statement.

- 2. Cover Letter for Information Disclosure Statement.
- 3. Certificate of express mailing.

4. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

(Signature of person mailing paper or fee)

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CD 8683 02-25-02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE Art Unit 2663

Examiner Unknown

Alec Miloslavsky

Case: Serial No.: P3253C1

Filed:

09/903,022 07/10/2001

Subject:

Apparatus and Methods Enhancing Call Routing To and Within Call-

Centers

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To:

The Commissioner of Patents and Trademarks

Washington, D.C. 20231

JAN 1 8 2002

Dear Sir,

**Technology Center 2600** 

Information Disclosure Statement Under \$\mathcal{S}\$ 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement by Applicant listing one Patent reference. Applicant desires that the reference be entered in the above referenced case as relevance dictates. As the first office action has not been received in this case, no fee is enclosed.

Respectfully submitted,

Yuri Shtivelman

by

Donald R. Boys

Reg. No. 35,074

Donald R. Boys Central Coast Patent Agency, Inc. P.O. Box 187 Aromas, CA 95004 (831) 726-1457



PTO/SB/08A (08-00)
Approved through 10/31/2002. OMB 0651-0031
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Substitute for form 1449A/PTO

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 1 of 1

Complete if Known			
Application Number	09/903,022		
Filing Date	07/10/2001		
First Named Inventor	Yuri Shtivelman		
Group Art Unit	2663		
Examiner Name	Unknown		
Attorney Docket Number	P3253C1		

			U.S. PATENT DOCL	JMENTS	
Cite		Kind Code <sup>2</sup>	Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant
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	6,185,2	92	Miloslavsky	02/06/2001	Priority Claim
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	Cite No.1	Cite No.1 Number	Kind Code	Cite No.1 Number Kind Code <sup>2</sup> (it known)    Name of Patentee or Applicant of Cited Document	Cite No.1 Number Kind Code2 (if known) Name of Patentee or Applicant of Cited Document MM-DD-YYYY

				FORE	IGN PATENT DOCUMEN	rs		
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<sup>&</sup>lt;sup>1</sup> Unique citation designation number. <sup>2</sup> See attached Kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.



<sup>\*</sup>EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.